

DOCUMENT-IDENTIFIER: US 20030187966 A1

TITLE: SERVICE LEVEL AGREEMENTS AND MANAGEMENT THEREOF

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Abstract Paragraph - ABTX (1):

Method and apparatus for service level agreement formation and management is described. More particularly, a service level agreement (SLA) manager is described. This SLA manager comprises an admission controller, a specification module and a performance measurement module. Such SLA manager is interposed between one or more client computer systems and a service provider computer system.

Application Filing Date - APD (1):

19991022

Claims Text - CLTX (2):

1. In a system having a client computer system and a service provider computer system programmed with a service implementation, an apparatus comprising: a service level agreement manager disposed between the client computer system and the service implementation, the service level agreement manager comprising: an admission controller configured to control admission of the client computer system to the service implementation using a service level agreement; a performance measurement module in communication with the admission controller and configured to measure performance of the service implementation; and a specification module in communication with the admission controller and with the performance measurement module.

Claims Text - CLTX (4):

3. A method for service level formation, comprising: providing a client computer system; providing a service level agreement manager, the service level agreement manager having an admission controller, a specification module and a performance measurement module; establishing communication between the client computer system and the service level agreement manager; invoking the specification module of the service level agreement manager; obtaining performance information from the performance measurement module; obtaining usage information associated from the client; and comparing the performance information and the usage information to determine if there exists a basis for forming a service level agreement.

Claims Text - CLTX (5):

4. The method of claim 3, further comprising: forming the service level agreement; and providing the admission controller with specification information from the service level agreement formed.

Claims Text - CLTX (6):

5. A method for managing system performance, comprising: providing a service level agreement manager; providing a client organization; providing a service organization; forming a service level agreement between the client organization and the service organization; receiving a request from the client organization to the service level agreement manager; with the service level agreement manager, determining if the request is within the scope of the service level agreement; if the request is within the scope of the service level agreement, providing the request to a performance measurement module and to the service organization; obtaining a result from the service organization in response to the request; taking at least one performance measurement associated with performance response of the service organization to the request; and checking the at least one performance measurement taken against the service level agreement.